

**PHILIPPINE POSTAL CORPORATION
2015 Interim Performance Scorecard**

| | Performance Measures | | | | PHLPOST Submission | | CGO-B Evaluation | | Supporting Documents | Remarks |
|------------|---|---|------------|--|---|------------|--|-----------|---|---|
| | Description | Formula | Weight | Target | Actual | Rating | Score | Rating | | |
| O 1 | Accessing people to communication and information, delivery of goods and merchandise, and provision of postal payments by ICT infrastructure | | | | | | | | | |
| M 1 | Number of domestic trade products registered at Pinoy eMall (Number of domestic trade products information in the e-Commerce website of PHLPOST). | Number of domestic trade products = Number of products information at Pinoy eMall | 10% | 200 | PHLPOST e-Commerce website was down on Feb 2015 due to technical issues | 10% | | | <ul style="list-style-type: none"> - Screen capture of Pinoy eMall down system - Merchant Settlement Report of Products before Pinoy eMall was down - Documentations and timeline of the operationalization of Pinoy eMall | Target excluded. Pinoy eMall was already suspended as early as 23 February 2015 due to technical problems in its payment system. A total of 312 products were up on the website for sale before the suspension. |
| M 2 | Increased market share vis-a-vis private postal carriers | Number of business entity clients with service agreement | 3% | Procurement of third-party market research publication | Procurement of third-party market research publication | 3.00% | Procurement of third-party market research publication | 3.00% | <ul style="list-style-type: none"> - Budget Utilization Slip for the payment of the market research publication, Ken Research Private Land - Summary of the research | Target met. PHLPOST placed as 2 nd most significant player in domestic express delivery service with 11,000 employees and a market share of 16.2 % or 32.1 million USD for the year 2014. |
| | Subtotal | | 13% | | | 13% | | 3% | | |

| O 2 Continued postal presence in the community | | | | | | | | | | |
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| M 3 | Increased number of franchised Postal Stations | Number of Postal Stations = Number of operational PHLPOST operated plus number of accredited authorized Postal Stations | 5% | 92 (40 additional for the year) | 80 | 4.35% | 80 | 4.35% | - Signed copy of the list of postal stations established as of December 2015 | Renegotiated target not met by 13%. The original target was aimed at franchising 132 postal stations but was renegotiated to 92 postal stations, provided that 2016 target will be 184. |
| | Subtotal | | 5% | | | 4.35% | | 4.35% | | |
| O 3 Promote a customer centric postal service | | | | | | | | | | |
| M 4 | Customer satisfaction rating | Customer satisfaction = Number of customers satisfied with PHLPOST services | 5% | Conduct of partial corporate survey in Metro Manila by the third party provider | Conduct of partial corporate survey in Metro Manila by the third party provider | 5.00% | Conduct of partial corporate survey in Metro Manila by the third party provider | 5% | - Certification from STRAND-Asia confirming that it has conducted PHLPOST's Customer Satisfaction Survey for 2015 - Survey questionnaires from STRAND-Asia | Target met. The survey was conducted last December 2015 with 1,400 respondents. |

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| M 5 | International Express post delivery performance for Metro Manila | 1. Number of days sample items delivered = (Date received by addressee/duly authorized representative in the committed areas less (date received by Office(s) of Exchange, number of days at Bureau of Customs for examination/ clearance/ taxation, flexible day-off (if applicable), Saturdays, Sundays and/or holidays) | 4% | 1 day after customs @ 95% (committed areas for Metro Manila) | 1 day after customs @ 94% (committed areas for Metro Manila) | 3.98% | 1 day after customs @ 94.40% (committed areas for Metro Manila) | 3.97% | - Signed consolidated report as of December 2015 of IEMS delivery performance | Target not met. This was conducted via Live Sampling Mail Method wherein sample actual postal items are to be delivered in the sample post offices within a targeted span of days. In this measure, the sampling size consisted of 1,071 mails or 4% of the total mail volume. Out of the total sampling size, 1,011 samples or 94.40% of the total sample size was delivered within the target number of delivery days. |
| M 6 | International Express post delivery performance of committed areas outside of Metro Manila | 2. Percentage of sample items delivered = Percentage of sample items delivered in the committed areas within the average delivery period | 4% | 3 days after Customs @ 95% (Outside of Metro Manila) | 3 days after Customs @ 98% (Outside of Metro Manila) | 4.00% | 3 days after Customs @ 98% (Outside of Metro Manila) | 4.00% | | Target exceeded. This was conducted with a total sampling size of 1,211 or .08% of the total mail volume. 1,186 samples or 98% of the total sample size was delivered within the target number of delivery days. |

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| M 7 | Domestic Express post delivery performance for Metro Manila | 1. Number of days sample items delivered = (Date received by addressee/duly authorized representative in the committed areas less date received by designated EMS acceptance postal outlet) less (day item is received by designated EMS delivery postal outlet, flexible day-off (if applicable), Saturdays, Sundays and/or holidays) | 4% | 1.5 days after posting @ 90% (committed areas in Metro Manila) | 3 days after posting @ 99% (committed areas in Metro Manila) | 3.00% | 1.5 days after posting @ 80% (committed areas in Metro Manila) | 3.56% | - Signed consolidated report of DEMS delivery performance as of December 2015 | Target not met. The actual delivery performance, 1.5 days after posting is at 80%. |
| M 8 | Domestic Express post delivery performance of committed areas outside of Metro Manila | 2. Percentage of sample items delivered = Percentage of sample items delivered in the committed areas within the average delivery period | 4% | 3 days after posting @ 90% (outside of Metro Manila) | 3 days after posting @ 87% (outside of Metro Manila) | 3.93% | 3 days after posting @ 89% | 3.94% | | Target not met. The process for this measure consisted a total sampling size of 854 or .03% of the total volume, with 757 or 88.64% of the sample size delivered within the 3-day target. |

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| M 9 | International Parcel post delivery performance | 1. Number of days sample items delivered = (Date received by addressee/duly authorized representative less (date received by Office(s) of Exchange, number of days at Bureau of Customs for examination/ clearance/ taxation, flexible day-off (if applicable), Saturdays, Sundays and/or holidays) 2. Percentage of sample items delivered = Percentage of sample items delivered within the average delivery period | 4% | 7 days after Customs @ 85% | 7 days after Customs @ 95% | 4.00% | 7 days after Customs @ 94.54% | 4.00% | - Signed consolidated report as of December 2015 of international parcel post delivery performance for Metro Manila | Target exceeded. 1,577 samples or 94.54% out of the total volume of 1,668 samples, were delivered within the target. |
| M 10 | Domestic Parcel post delivery performance | | 4% | 7 days after posting @ 85% | 7 days after posting @ 90% | 4.00% | 7 days after posting @ 90.11% | 4.00% | - Signed consolidated report as of December 2015 of domestic parcel post delivery performance for Metro Manila | Target exceeded. Out of the total sampling size of 1,163 or 3% of the total volume, 1,048 or 90% were delivered within the target. |

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| V 11 | International Letter post delivery performance | 1. Number of days sample items delivered = (Date received by addressee/duly authorized representative less (date received by Office(s) of Exchange, number of days at Bureau of Customs for examination/ clearance/ taxation, flexible day-off (if applicable), Saturdays, Sundays and/or holidays) | 4% | 7 days after Customs @ 85% | 7 days after Customs @ 95% | 4.00% | 7 days after Customs @ 95% | 4.00% | - Signed consolidated report as of December 2015 of international letter post delivery performance for Metro Manila | Target exceeded. Out of the total sampling size of 6,068 or 1% of the total volume, 5,769 or 95% were delivered within the target. |
| V 12 | Domestic Letter post delivery performance | 2. Percentage of sample items delivered = Percentage of sample items delivered within the average delivery period | 4% | 7 days after posting @ 85% | 7 days after posting @ 90% | 4.00% | 7 days after posting @ 92.65% | 4.00% | - Signed consolidated report as of December 2015 of domestic letter post delivery performance for Metro Manila | Target exceeded. Out of the total sampling size of 264,895 or 1% of the total volume, 245,429 or 92.65% were delivered within the target. |
| | Subtotal | | 37% | | | 35.91% | | 36.47% | | |
| O 4 Institutionalize sound fiscal management policies | | | | | | | | | | |
| V 13 | % Increase of Net Income before tax, including franking privilege reimbursed from National Government | Net Income before taxes = Total revenue less total expenses plus franking privilege reimbursed from National Government and tax | 10% | PHP 623 M | PHP 454.17 M | 7.29% | PHP 303.42 M | 4.87% | - PHLPOST's Restated Statement of Comprehensive Income submitted to COA | Target not met by 51%. |

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| V 14 | % Increase in earnings before interest, taxes, depreciation and amortization (EBITDA), including franking privilege reimbursed from National Government | EBITDA = Total revenue less total operating expense plus franking privilege reimbursed from National Government (excluding Interest, Taxes, Depreciation and Amortization) | 5% | PHP 702 M | PHP 582.68 M | 4.15% | PHP 418.3 M | 2.98% | | Target not met by 40%. |
| V 15 | Increase in Postal Service Fees outside of CCT | Postal Service Fees = Postal Money Order fees/charges plus ePost MO fees/charges + Payout fees/charges + Third-party collection service commission + Postal Identification fees/charges + Biometrics Joint Venture revenue | 10% | PHP300 M | PHP 308.33 M | 10.28% | PHP 308.33 M | 10% | | Target exceeded by 3%. |
| Subtotal | | | 25% | | | 21.72% | | 17.85% | | |
| 0 5 Maintain the integrity of the postal service | | | | | | | | | | |
| A 16 | ISO quality certification of core processes | Quality certification = Number of ISO-certified processes | 5% | 6 Manuals approved by the PHLPOST Board | 6 Manuals approved by the PHLPOST Board | 5.00% | 6 Manuals approved by the PHLPOST Board | 5% | - Certification of Board Resolution No. 2015-158 approving manuals on - (I) budgeting, - (II) customer service, - (III) legal management, - (IV) security, - (V) corporate planning, - (VI) supply and property management | Renegotiated target met. Manual on ICT Systems and Marketing Managements was replaced with the manual on Budget. |
| Subtotal | | | 5% | | | 5% | | 5% | | |

| 0 6 An efficient delivery of communications, goods and postal payment services | | | | | | | | | | |
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| 17 | % Increase of postal outlets with internet connectivity | Number of ICT-connected postal outlets = Number of postal outlets with Internet connectivity | 4% | 30% of total outlets | 407 (30% of total outlets) | 4.00% | 407 (32%) | 4.00% | - Signed copy of copy of the list of postal outlets with internet connectivity | Target met. The number of PHLPOST's postal stations totaled to 1,277 as of 31 December 2015. |
| | Subtotal | | 4% | | | 4.00% | | 4.00% | | |
| 0 7 Bridge the digital divide in postal service | | | | | | | | | | |
| 18 | Number of postal outlets with Point of Sales (POS) systems | Number of postal outlets with Point of Sales (POS) systems | 3% | TOR of POS systems for postal outlets | TOR of POS systems for postal outlets | 3.00% | Development of POS System | 3.00% | -Signed report on PHLPOST POS System -TOR for POS system -Screenshots of POS Modules/User's Guide | As part of Funds Management System contract, PHLPOST engaged in the development of Point-of-Sales system. The prototype of the POS module has already been installed at the data center of PHLPOST. However, due to the implementation of 12% VAT to postal products (which is a requirement of the BIR), PHLPOST has yet to undergo its expansion. |
| | Subtotal | | 3% | | | 3% | | 3% | | |
| 0 8 Enhance employee productivity and effectiveness | | | | | | | | | | |
| 19 | Competency Framework | Approval by the GCG of Competency Framework | 3% | Competency measure as approved by BOD | Competency measure as approved by BOD | 3.00% | Enhance Employee Productivity and Competency measure as approved by BOD Effectiveness | 3.00% | - Certification of Board Resolution No. 2015-158 approving PHLPOST's Competency Framework | Target accomplished. |

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| M 20 | Number of frontline and operations-related trainings conducted | Number of batches per frontline training conducted = Number of batches per training for (Postmasters plus Letter Carriers plus Postal Tellers plus Driver-Couriers) | 5% | 36 batches for frontline positions | 30 batches for frontline positions | 4.17% | 51 batches for frontline positions | 5% | -Certified copy of list of trainings | Target exceeded. |
| | Subtotal | | 8% | | | 7.17% | | 8% | | |
| | TOTAL OF WEIGHTS | | 100% | | | 84.15% | | 81.67% | | |
| | VALIDATED TOTAL | | 100% | | | 93.50% (84.15% / 90%) | | 90.74% (81.67% / 90%) | | |